

User's Guide: Quality Assessment Tool for Hospitals

October 2000

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MANAGEMENT SCIENCES FOR HEALTH
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User's Guide:

Quality

Assessment

Tool For

Hospitals

BY
STEPHEN
MUSAU

USER'S GUIDE

To the

Quality Assessment Tool For Hospitals

Contents

1. Introduction	1
What is quality of care?	1
What is this guide all about?	1
2. The Quality Assessment Questionnaire	1
Service existence/availability	1
Staffing	2
Facility status	2
Process/Information	2
Patient satisfaction.....	2
3. How To Use the Quality Assessment Questionnaire	3
Completing the questionnaire	3
Analysing the questionnaire	3
4. How To Use the Quality Assessment Spreadsheet	3
Data input worksheet	4
Output worksheets – By quality factor and by department	4
Summary output worksheet	4
Annex: Quality Assessment Questionnaire	5
Attachment: Diskette with Excel97 Quality of Care Spreadsheet Software	

Technical Report

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1. Introduction

This quality assessment tool was developed to help determine the quality of hospital services. It may be used either for self-assessment by hospital managers or for independent assessment of quality, for example, by Ministry of Health personnel. For ease of administration the questionnaire was kept fairly simple. It primarily addresses *inputs* into the quality of health care, rather than *outcomes*. This distinction is important because there are many different opinions about what constitutes quality of care.

To be most useful, the assessment should be conducted at regular intervals, at least once per year. This will help management gauge progress toward quality goals and rectify problems in good time.

What is quality of care?

For the purposes of this User's Guide, quality of hospital care is defined as the calibre of care that should result when a specific framework for care is in place.¹ The framework consists of the structure of service delivery, the processes and interactions between patient and service provider, and the outcomes of the care, whether immediate, short term or long term. Since some components of this framework are more subjective than others, the quality assessment tool presented here concentrates on the measurable elements, the inputs.

What is this guide all about?

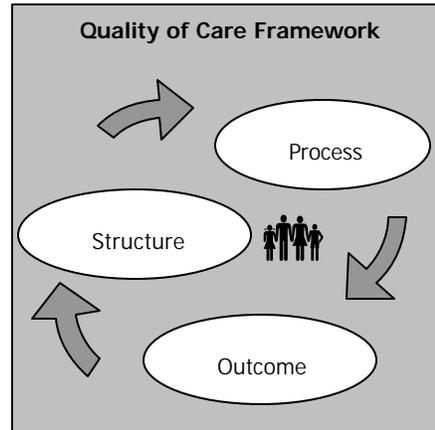
This User's Guide explains how to use the Quality Assessment Questionnaire and the associated Excel Quality Assessment Spreadsheet, which analyses the responses from the questionnaire. The User's Guide is a complete package. It contains:

- Instructions for using the system
- A copy of the questionnaire
- A diskette containing the spreadsheet

The guide assumes that trained personnel will administer much of the questionnaire, preferably with a medical background. It also assumes that computer literate persons who are familiar with spreadsheet software and have access to a computer loaded with Windows 98 or above and Excel97 will use the spreadsheet.

2. The Quality Assessment Questionnaire

The Quality Assessment Questionnaire contains 66 questions grouped under five headings: Existence/Availability of Services; Staffing; Facility Status; Process/Information; and Patient Satisfaction. Some sections of the questionnaire are designed to be administered to heads of departments/divisions in hospitals and some sections are intended for patients and selected staff in the hospital.



Why Do We Want To Know?

Monitoring quality helps us work toward:

- 3 Better patient health.
- 3 Greater professional satisfaction.
- 3 More efficient management systems.
- 3 More efficient logistics.
- 3 Enhanced use of resources.
- 3 Improved cost-recovery/ revenue generation.
- 3 Timely solutions to problems.

Administering the Questionnaire

- * Put the respondent at ease.
- * Ask all the questions.
- * Ask the questions the way they are written.
- * Take your time.
- * Collect all the required information.
- * Say thank you.
- * Maintain confidentiality.
- * Keep proper records.

Observation Is Also Important

- ☛ What you see helps crosscheck what you hear.
- ☛ Respondents may not be fully informed about the issue.
- ☛ Respondents may tell you what they think you want to know.
- ☛ Respondents may reply on the basis of what should be, rather than what is.
- ☛ Patient-provider relations may best be gauged by seeing them in action.

Service existence/availability

Questions under this area relate to the services the hospital is able to provide in-house and whether these services are actually available. That is, among other things the questionnaire asks whether equipment works, materials are available for tests or exams to be done, staff are available to operate equipment.

Staffing

The quality of hospital care depends to a large extent on the people who take care of the patients and run the hospital. Hospital staff who are professionally qualified in their area of operation are likely to provide better quality services than unqualified staff. This section of the questionnaire probes the capacity of hospital staff.

It is important to distinguish between *full-time* and *part-time* staff. There are questions that deal with both aspects. Staff who work in the hospital full-time every day but only for a few weeks/months in the year are classed as "part-time".

Facility status

This area deals with the hospital environment and with the indirect (support) departments such as kitchens, laundry, etc. Answers to the questions in this section are obtained more by observation than by interview. Answers should be validated by information obtained from other sources (e.g., records of expenditure in a particular area) in order to ensure objectivity.

Process/information

This area looks at various hospital management processes and management information systems. The processes include committees to deal with different aspects of patient care, while management information includes data on the utilization of services—ward occupancy, clinic visits, laboratory tests, etc. All of these contribute to better quality of health care.

Interviews with the Hospital Administrator, the Medical Officer in Charge and the Matron may provide most of the answers to the questions in this section. However, these answers should also be validated by information gathered by observation during a tour of the hospital.

Patient satisfaction

Patient satisfaction is measured by the level of comfort patients express, such as not having to share beds and no overcrowding in the wards. Questions in this area also relate to other patient concerns, like the promptness (i.e., not having to queue for lengthy periods before being served) and the availability of services (i.e., not needing to go and purchase drugs, laboratory tests, x-ray exams, and other services outside the hospital). And finally, patient satisfaction incorporates the quality of food and the patients' general perception of the service they are receiving.

This part of the questionnaire is intended for patients who are admitted to hospital for at least three days. Ideally, trained people who are NOT full-time hospital employees so as to avoid any intimidation of the patients should administer it.

3. How To Use the Quality Assessment Questionnaire

The results of the quality assessment will provide feedback for management decision making. It is therefore important that the assessment be carried out by qualified personnel with some knowledge of the subject and training in information collection.

Completing the questionnaire

Answers to questions are obtained either by interviewing the persons involved or by observing specific activities. Sometimes a combination of interview and observation is required to verify statements and conclusions. Allow adequate time for each question. Wherever possible, try to support answers with other evidence: registers of utilization, expenditure levels for that area, or interviews with staff from other departments.

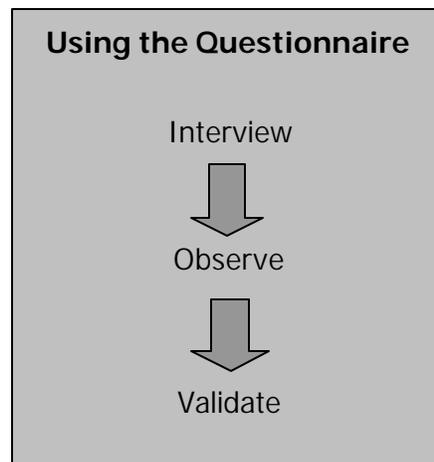
Analysing the questionnaire

The five areas under which quality is assessed are graded in their order of importance as contributors to quality of health care. The relative weights were decided in consultation with medical personnel in Nairobi; ² these weights can be altered if necessary.

The weights allotted to each area are:

- Service existence and availability 30%
- Staffing 20%
- Facility status 20%
- Process/information 15%
- Patient satisfaction 15%

Within each of these areas, individual questions are also weighted on the basis of their relative importance in contributing to the quality of health care.



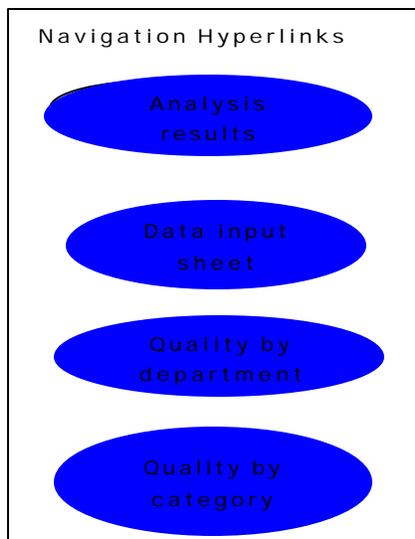
4. How To Use The Quality Assessment Spreadsheet

The use of the Quality Assessment Spreadsheet assumes basic spreadsheet literacy. But the system is designed to be completely user-friendly. There is no need to enter formulas or to manipulate data.

The spreadsheet consists of four worksheets:

- Data Input
- Output by Quality Area
- Output by Department
- Summary Output

Data Input Worksheet Menu						
QUALITY QUESTIONNAIRE DATA ENTRY MEDICAL SUPERINTENDENT						
1 Does the hospital have the following functioning services?		Do not enter any data in these white columns Possible responses		Enter hospital response Hospital response	Hospital score	Question weight
a	Amenity/private ward	Yes	No	Yes		
b	Sick baby nursery	Yes	No			
c	Intensive care unit/acute room	Yes	No			
d	Operating theatre	Yes	No			
e	Laboratory	Yes	No			
f	Blind/hank	Yes	No			



Each worksheet has hyperlinks or icons on the left-hand side to help you navigate through the system. To move from one worksheet to another, simply point at the hyperlink or icon for the sheet you want and “click” the mouse.

Data input worksheet

This worksheet is the ONLY one you will use for entering data. The worksheet is protected except for the area where you enter the responses. To use the worksheet:

1. Go to the column headed “Hospital Response”. Enter “Yes”, “No”, or other response, as appropriate. Or, simply click on the cell where you want to enter the response. A “Drop-down List” or menu will appear with the possible responses for that question. Click on the response you want and move on to the next question.
2. Use allowable responses. If you enter a response that is not allowed for the question, you will get an error message asking you to enter an allowable response. Check the menu to see what responses are allowed.
3. To correct the data in a cell, go back to that cell, click, and enter the correct data.

Output worksheets - By quality factor or by department

These two worksheets analyse the responses. The spreadsheet allows you to present the analysis in two ways: by either the five quality factors described above (service availability, staffing, process/information, facility status, patient satisfaction), or in order of departments questioned according to the questionnaire, e.g., Medical Superintendent, Matron, Laboratory, etc. These are

not departments in the real sense of the word but are distinctions made for ease of administering the questionnaire.

You do not need to enter anything in these worksheets. They are linked to the Data Input worksheet so that any change in data input is automatically effected in the “By Quality Factor” and “By Department” worksheets.

Summary output worksheet

This worksheet summarizes the results of the quality assessment. Two types of assessment are given here: by quality factor/area, for example, “Service Availability”, “Staffing”, “Process”, etc., and by “Department/Responsibility Area”, as described above. Both summaries provide important management information.

1. Hassanali, Z., “Quality of Care from Staff and Patient Perspectives at Coast Hospital, Kenya,” APHIA Financing and Sustainability Project, Management Sciences for Health, Nairobi, Kenya, 2000.

Summary Output Worksheet					
QUALITY ASSESSMENT					
ANALYSIS OF RESULTS					
I. BY QUALITY AREA					
	Hospital Points	Maximum Points	% Achieved	Area Weight	Hospital Score
Service availability	86.00	114.00	75%	30	23
Staffing	22.25	31.00	72%	20	14
Facility status	12.25	21.00	58%	20	12
Process	20.00	27.00	74%	15	11
Patient satisfaction	9.50	15.00	63%	15	10
Total	150.00	208.00	72%	100.00	69
II. BY DEPARTMENT/PERSON RESPONSIBLE					
	Hospital Points	Maximum Points	% Achieved		
Medical Sup	37.00	55.00	67%		
Hospital Administrator	10.00	15.00	67%		
Hospital Matron	11.25	19.00	59%		
X-Ray	9.75	17.00	57%		
Pharmacy	14.50	20.00	73%		
Laboratory	18.75	19.00	99%		
Theatre	17.25	19.00	91%		
ICU	9.00	9.00	100%		
Dental	3.00	5.00	60%		
Medical Records	11.00	16.00	69%		
Other (observation)	8.50	14.00	61%		
Total	150.00	208.00	72%		

2. Musau, S.N. et al., "Curative Services Financing Gap Study," World Bank and Kenya Health Care Financing, Nairobi, Kenya, 1995.

Navigation Hyperlinks

Analysis results

Data input sheet

Quality by department

Quality by category

QUALITY ASSESSMENT

ANALYSIS OF RESULTS

I. BY QUALITY AREA

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Medical Records	11.00	16.00	69%
Other (observation)	8.50	14.00	61%
Total	150.00	208.00	72%

MEDICAL RECORDS		Possible Responses		Hospital Response	Hospital Score	Question Weight
61	How many inpatient wards does the hospital have?				10	
62	Does the hospital maintain the following statistics in a centralized location on monthly basis?					
a	Admission and discharges by ward	Yes	No	yes	1	1
b	Deaths by ward	Yes	No	yes	1	1
c	Inpatients days by ward	Yes	No	yes	1	1
d	Out patient visits by clinics	Yes	No	yes	1	1
e	Quantity of lab tests by test	Yes	No	yes	1	1
f	Quantity of ' THEATRE' operations by type	Yes	No	yes	1	1
g	Surgical infection rate	Yes	No	no	0	1
h	Number of births	Yes	No	Yes	1	1
i	Number of neonatal deaths	Yes	No	No	0	1
j	Number of maternal deaths	Yes	No		0	1
k	number of ER visits	Yes	No		0	1
63	Does the hospital provide out patients with a card or other form of documenting their on-going outpatient treatment records?	Yes	No	yes	1	1
64	Has the hospital put more than one patient in a bed in the last three months					
a	Maternity	Yes	No	no	1	1
b	Non maternity	Yes	No	no	1	1
65	How many wards had an occupancy rate of over 100% during any one of the last three months?				1	0
66	Are outpatient clinician visits scheduled by time interval throughout the hours a clinics open (instead of on a first come first served basis)?	Yes	No	yes	1	1

QUALITY QUESTIONNAIRE ANALYSIS BY DEPARTMENT

MEDICAL SUPERINTENDENT

	Hospital Response	Hospital Score	Ideal Score
1 Does the Hospital have the following functioning services?			
a	Amenity/Private ward	Yes	1 1
b	Sick baby nursery	Yes	1 1
c	Intensive Care Unit/Acute room	Yes	1 1
d	Operating Theatre	Yes	1 1
e	Laboratory	Yes	1 1
f	Radiology	Yes	1 1
g	Blood Bank	Yes	1 1
h	Physiotherapy services	Yes	1 1
l	Occupational Therapy	Yes	1 1
j	Cardiac Cath. lab	Yes	1 1
k	Dental unit	Yes	1 1
l	Eye Unit	Yes	1 1
m	Sterile preparation Unit	Yes	1 1
n	Refrigerated Mortuary	Yes	1 1
o	Ambulance	no	0 1
p	Isolation Ward	no	0 1
q	Pediatric Ward	no	0 1
r	Maternity Ward	Yes	1 1
s	Emergency Room	No	0 1
t	Medical Ward	No	0 1
u	Kitchen	No	0 1
v	OPD	No	0 1
w	STD clinic	No	0 1
2 In the following departments what type of 24 hours service coverage exists			
a	Wards – by Med. Officer	none	0 1
b	Wards – by Clinical Officer	On call	0.5 1
c	Wards – by Specialists	On call	0.5 1
		0	0 0
3 How many full time staff does the hospital have in the following categories?			
a	Interns	0	0 0
b	Clinical Officers	0	0 0
c	General Medical Officers/resident doctors	0	0 0
d	Consultants	0	0 0
e	KRN/KRCN (Registered Nurse)	0	0 0
f	ENEEN (Enrolled Nurse)	0	0 0
		0	0 0
4 How many visiting (on call and part-time) doctors does the hospital have in the following categories:			
a	Interns	0	0 0
b	General Medical Officers/Resident doctors	0	0 0
c	Consultants	0	0 0
5 Does the hospital provide the following types of training?			
a	Internship training	yes	1 1
b	KRN TRAINING (Nursing Council approved)	yes	1 1
c	ECN Training (nursing Council approved)	yes	1 1
d	Midwife training (Kenya approved)	yes	1 1
e	Clinical Officer training	yes	1 1
f	Other Paramedical staff	no	0 1
6 Does the hospital have full time, regularly available consultants in the following clinical areas?			
a	Adult medicine	no	0 1
b	General surgery	no	0 1
c	Pediatrics	no	0 1
d	Certified Family practice (mainly doctors from USA)	no	0 1
e	Orthopedics	no	0 1
f	Infections diseases (tropical Medicine)	yes	1 1
g	ENT	yes	1 1
h	Cardiology	yes	1 1
l	Gastro entrology	yes	1 1
j	Psychiatry	yes	1 1
k	Dermatology	yes	1 1
l	Ophthalmology	yes	1 1
m	OBS/GYN	yes	1 1
n	Other medical specialties	yes	1 1
o	Other Surgical specialties (thoracic, renal etc)	yes	1 1
7 Does the hospital have the following functioning committees as documented by minutes of meeting?			
a	Nursing committee or equivalent	yes	1 1
b	Medical staff committee	yes	1 1
c	Outpatient committee	yes	1 1
d	Infectious Control Committee	no	0 1
e	Mortality review Committee	yes	1 1
f	Drugs and therapeutics Committee	yes	1 1
g	Quality assurance Committee	yes	1 1



8 Does the hospital have written standard treatment and diagnosis guidelines?

no	0	1
	37	55

HOSPITAL ADMINISTRATOR

9	How many administrative staff are graduates of University graduate level management tra	2	0	1
10	Has the hospital had a consistent water supply for the last year	yes	1	1
11	Does the hospital have its own water tank/bore hole or other private water supply?	yes	1	1
12	How many vehicles does the hospital have?	4	0	0
13	How many of those are in good working order?	3	1	1
14	Does the hospital maintain a separate replacement or maintenance fund for buildings, eq	no	0	1
15	Does the hospital have regular service contracts for equipment in the following departments?			
a	Laboratory	no	0	1
b	Radiology	no	0	1
c	Operating theatre	no	0	1
16	Does the hospital have a biomedical engineering department for equipment repair?	yes	1	1
17	How many trained biomedical engineers are in the biomedical engineering?	2	1	1
18	Does the biomedical engineering departments have a fully equipped workshop	yes	1	1
19	Does the hospital maintain the following financial information in centralized location on a	0	0	0
a	Number of employees by department	yes	1	1
b	Salary expenditures by department	yes	1	1
c	Supply/Drug expenditure by department	yes	1	1
d	Other expenditures by department	yes	1	1
			10	15

HOSPITAL MATRON

20	Does the hospital have an adequate supply (one month or more of the following items)?	0	0	0
a	Sterile gloves	yes	1	1
b	Surgical dressings	yes	1	1
c	I V Fluids	yes	1	1
d	Cleansing utensils (brooms, mops, buckets, jiks etc)	yes	1	1
e	Linen	no	0	1
f	Beds	yes	1	1
21	Is the following equipment available in an inpatient ward?	0	0	0
a	IV Poles	yes	1	1
b	Stretchers	yes	1	1
c	Blood Pressure Apparatus	yes	1	1
d	Screens	yes	1	1
e	Wheelchairs	yes	1	1
f	Kidney Basins	no	0	1
g	Scissors	no	0	1
h	Sterile forceps	no	0	1
i	Thermometers	no	0	1
j	Stethoscope	no	0	1
22	Do you have a system to replenish and maintain supplies as necessary	no	0	1
23	How many inpatient wards have a KRN who is in-charge full time for that ward?	6	0.25	1
24	Is there a discharge nurse stationed at exit points to audit charts as patients leave? Yes	yes	1	1
			11.25	19

OBSERVATIONS

Hospital Response ospital Score stion Weight

25	Rate the hospital's level of cleanliness in the following areas:	0	0	0
a	Wards		0	1
b	Outpatient areas	good	0.75	1
c	Toilets	good	0.75	1
d	Kitchen	fair	0.25	1
e	General areas	fair	0.25	1
26	Does the hospital consistently use gas or electricity as opposed to charcoal) for cooking	yes	1	1
27	Are the above areas of the hospital well lit?	yes	1	1
28	Are the above areas of the hospital well ventilated?	yes	1	1

29	At 9.00 am or 10.30 am on a non-holiday and weekday, are there 20 people or more wait	0	0	0
a	Registration	no	1	1
b	General Outpatient visits	yes	0	1
c	Payment	no	1	1
d	Casualty/emergency	no	1	1
30	What is the quality of food like?	fair	0.25	1
31	Out of 10 patients, interviewed, how many say they are happy with the food?	5	0.25	1
			8.5	14

X-RAY

Hospital Response ospital Scorestion Weight

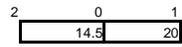
32	Does the hospital have the following pieces of equipment in good working order?	0	0	0
a	Portable x-ray machine	no	0	1
b	Ultrasound	no	0	1
c	CT Scan	no	0	1
d	ECG/EKG machine (cardiac)	no	0	1
e	EEG machine (brain waves)	yes	1	1
f	Cardiac Arrest Trolley (with emergency drugs)	yes	1	1
g	Backup electrical generator	yes	1	1
33	Of the equipment in the Radiology department, is it at least 90% in good working order?	yes	1	1
34	Does the radiology department currently perform the following types of procedures on a n	0	0	0
a	Plain films (chest x-rays, abdominal, ankle)	yes	1	1
b	Simple contrast studies (upper GI series, barium Studies, IVP)	n/a	0	1
c	Specialized contrast studies (arteriography)	no	0	1
d	Ultra sound	yes	1	1
e	CT scan/diagnostic isotopes	yes	1	1
35	Does the hospital have an adequate supply (one month or more of the following items)?			
a	Radiology films	yes	1	1
36	What type of 24-hour (Radiology) service coverage exists	on call	0.5	1
37	Rate the hospital's level of cleanliness in the radiology dept? (observe)	Fair	0.25	1
38	At 9.00am or 10.00 am on a non-holiday and weekdays are there 20 people or more wai	Yes	1	1
			9.75	17

PHARMACY

39	Does the pharmacy currently have an adequate supply one month or more) of the following drugs			
a	Oral analgesics, antipyretics (Aspirin, paracetamol)	yes	1	1
b	Injectable narcotic analgesics (morphine, pethidine)	no	0	1
c	Oral anti-malarial(chloroquine)	no	0	1
d	Oral ampicillin, co-trimoxazole or similar antibiotic	no	0	1
e	Gentamycin or comparable aminoglycoside Injectable	yes	1	1
f	Oral hypertensive drug (methyl dopa, propranolol)	yes	1	1
g	Antibiotic eye ointment	yes	1	1
h	Oral dehydration salts	yes	1	1
l	Anticonvulsants	yes	1	1
j	Insulin	yes	1	1
k	Anesthesia drugs	Yes	1	1
l	Ob/ GYN drugs	Yes	1	1
40	Do you have a system to replenish and maintain drugs when necessary?	yes	1	1
41	What type of 24-hour (pharmacy) service coverage exists	on call	0.5	1
42	Does the hospital have the following staff in the Pharmacy?			
a	Certified pharmacist	yes	1	1
b	Pharmaceuticals technologist	yes	1	1
c	Nurse	yes	1	1
d	Other (specify)	0	0	1
43	At 9.00 am or 10.30 am on a non-holiday and weekdays are there 20 people or more wa	no	1	1



44 Out of every 10 prescriptions in the last two weeks, how many could not be filled by the



LABORATORY

45	Of the equipment in the laboratory department, is it at least 90% in good working order?	yes	1	1
46	Does the laboratory currently perform the following tests on a regular basis?	0	0	0
a	Culture and sensitivity	yes	1	1
b	Sputum for TB	yes	1	1
c	HIV Screening	yes	1	1
d	Pregnancy test (urine or serum)	yes	1	1
e	Blood glucose	yes	1	1
f	Liver function tests	yes	1	1
g	Blood grouping (ABO, Rh)	yes	1	1
h	Histology (routine tissue processing)	yes	1	1
l	TB drug sensitivities	yes	1	1
j	CBC (hemotocritic, white blood cell	yes	1	1
k	STD tests	yes	1	1
l	electrolytes	yes	1	1
m	Pap smears	yes	1	1
47	Does the hospital have an adequate supply (one month or more) of the following items?			
a	Blood for transfusion	yes	1	1
b	Laboratory reagents	yes	1	1
48	What type of 24 hours (laboratory) services coverage exists	In-house	1	1
49	Rate the hospital's level of cleanliness in the laboratory department?	good	0.75	1
50	At 9.00 or and 10.30 am on a non-holiday and weekdays are there 20 people or more w:	no	1	1
			18.75	19

THEATRE

51	Of the equipment in the operating theatre, is it at least 90% in good working order?	yes	1	1
52	Does the operating theatre perform the following procedures on a regular basis?			
a	Internal fixation/repair of fractures of the extremities	yes	1	1
b	Thoracotomy	yes	1	1
c	Craniotomy	yes	1	1
d	ENT procedures	yes	1	1
e	Ophthalmologic surgery (cataracts, eye trauma)	yes	1	1
f	Major male urology (Prostate)	yes	1	1
g	Major gynecological (Hysterectomy)	yes	1	1
h	Renal procedures	yes	1	1
l	Abdominal surgery	yes	1	1
j	C - sections	yes	1	1
k	amputations	yes	1	1
l	vascular surgery	yes	1	1
53	How many of the following types of operating theatres does the hospital have?			
a	General operating theatre	8	0	0
b	Minor operating	8	0	0
c	Casualty/emergency operating theatre (Only if separate)	7	0	0
d	Maternity	6	0	0
54	Is anesthesia in the operating theatre provided by:			
a	Consultant in anesthesia	yes	1	1
b	Registrar in anesthesia	yes	1	1
c	Clinical officer anesthetists	yes	1	1
d	Nurse anesthetists	yes	1	1
55	Rate the hospital's level of cleanliness in the operating theatre.	fair	0.25	1
56	In the past two weeks, was surgery cancelled because of lack of equipment, supplies or	yes	0	1
			17.25	19

INTENSIVE CARE UNIT

57	Of the equipment in the Intensive Care Unit, is it at least 90% in good working order?	yes	1	1
58	If the hospital has an intensive care unit/Acute room, does it have the following equipment in good working order?			

a	Cardiac monitor	yes	1	1
b	Respirator	yes	1	1
c	Electronic blood pressure monitor	yes	1	1
d	Defibrillator	yes	1	1
e	Central Venous Pressure Monitor (CVP)	yes	1	1
f	Suction Machine	yes	1	1
g	IV Controller	yes	1	1
h	Emergency Resuscitation Cart	yes	1	1
			9	9

DENTAL

59	Of the equipment in the dental unit is it at least 90% in good working order?	no	0	1
60	If the hospital has a dental unit, does it perform the following procedures on a regular basis?			
a	Extraction	yes	1	1
b	Fillings	yes	1	1
c	Denture preparation	yes	1	1
d	Maxillofacial Surgery	no	0	1
			3	5

MEDICAL RECORDS

61	How many inpatient wards does the hospital have?	10	0	0
62	Does the hospital maintain the following statistics in a centralized location on monthly basis?			
a	Admission and discharges by ward	yes	1	1
b	Deaths by ward	yes	1	1
c	Inpatients days by ward	yes	1	1
d	Out patient visits by clinics	yes	1	1
e	Quantity of lab tests by test	yes	1	1
f	Quantity of 'THEATRE' operations by type	yes	1	1
g	Surgical infection rate	no	0	1
h	Number of births	Yes	1	1
l	Number of neonatal deaths	No	0	1
j	Number of maternal deaths	0	0	1
k	Number of ER visits	0	0	1
63	Does the hospital provide out patients with a card or other form of documenting their on-ç	yes	1	1
64	Has the hospital put more than one patient in a bed in the last three months			
a	Maternity	no	1	1
b	Non maternity	no	1	1
65	How many wards had an occupancy rate of over 100% during any one of the last three m	1	0	1
66	Are outpatient clinician visits scheduled by time interval throughout the hours a clinics op	yes	1	1
			11	16



Patient Satisfaction

29	At 9.00 am or 10.30 am on a non-holiday and weekday, are there 20 people or more waiting in a line for:			
a	Registration	no	1	1
b	General Outpatient visits	yes	0	1
c	Payment	no	1	1
d	Casualty/emergency	no	1	1
30	What is the quality of food like?	fair	0.25	1
31	Out of 10 patients, interviewed, how many say they are h	5	0.25	1
38	At 9.00am or 10.00 am on a non-holiday and weekdays :	Yes	1	1
43	At 9.00 am or 10.30 am on a non-holiday and weekdays	no	1	1
44	Out of every 10 prescriptions in the last two weeks, how	2	0	1
50	At 9.00 or and 10.30 am on a non-holiday and weekday:	no	1	1
56	In the past two weeks, was surgery cancelled because c	yes	0	1
64	Has the hospital put more than one patient in a bed in the last three months			
a	Maternity	no	1	1
b	Non maternity	no	1	1
65	How many wards had an occupancy rate of over 100% d	1	0	1
66	Are outpatient clinician visits scheduled by time interval tl	yes	1	1
			9.5	15

Navigation Hyperlinks

Analysis results

Data input sheet

Quality by department

Quality by category

QUALITY ASSESSMENT

ANALYSIS OF RESULTS

I. BY QUALITY AREA

	Hospital Points	Maximum Points	% Achieved	Area Weight	Hospital Score
Service availability	0.00	114.00	0%	30	0
Staffing	#DIV/0!	31.00	#DIV/0!	20	#DIV/0!
Facility status	#DIV/0!	21.00	#DIV/0!	20	#DIV/0!
Process	0.00	27.00	0%	15	0
Patient satisfaction	2.00	15.00	13%	15	2
Total	#DIV/0!	208.00	#DIV/0!	100.00	#DIV/0!

II. BY DEPARTMENT/PERSON RESPONSIBLE

	Hospital Points	Maximum Points	% Achieved
Medical Sup	0.00	55.00	0%
Hospital Administrator	#DIV/0!	15.00	#DIV/0!
Hospital Matron	#DIV/0!	19.00	#DIV/0!
X-Ray	0.00	17.00	0%
Pharmacy	1.00	20.00	5%
Laboratory	0.00	19.00	0%
Theatre	0.00	19.00	0%
ICU	0.00	9.00	0%
Dental	0.00	5.00	0%
Medical Records	1.00	16.00	6%
Other (observation)	0.00	14.00	0%
Total	#DIV/0!	208.00	#DIV/0!

QUALITY QUESTIONNAIRE DATA ENTRY

MEDICAL SUPERINTENDENT

		Do not enter any data in these white columns		Enter hospital response		Hospital Score	Question Weight
Possible	Responses	Hospital Response					
1 Does the Hospital have the following functioning services?							
a	Amenity/Private ward	Yes	No	N/A		0	1
b	Sick baby nursery	Yes	No	N/A		0	1
c	Intensive Care Unit/Acute room	Yes	No	N/A		0	1
d	Operating Theatre	Yes	No	N/A		0	1
e	Laboratory	Yes	No	N/A		0	1
f	Radiology	Yes	No	N/A		0	1
g	Blood Bank	Yes	No	N/A		0	1
h	Physiotherapy services	Yes	No	N/A		0	1
i	Occupational Therapy	Yes	No	N/A		0	1
j	Cardiac Cath. lab	Yes	No	N/A		0	1
k	Dental unit	Yes	No	N/A		0	1
l	Eye Unit	Yes	No	N/A		0	1
m	Sterile preparation Unit	Yes	No	N/A		0	1
n	Refrigerated Mortuary	Yes	No	N/A		0	1
o	Ambulance	Yes	No	N/A		0	1
p	Isolation Ward	Yes	No	N/A		0	1
q	Pediatric Ward	Yes	No	N/A		0	1
r	Maternity Ward	Yes	No	N/A		0	1
s	Emergency room	Yes	No			0	1
t	Medical Ward	Yes	No			0	1
u	Kitchen	Yes	No			0	1
v	OPD clinic	Yes	No			0	1
w	STD clinic	Yes	No			0	1
2 In the following departments what type of 24 hours service coverage exists?							
a	Wards – by Med. Officer	None	On-call	In-house		0	1
b	Wards – by Clinical Officer	None	On-call	In-house		0	1
c	Wards – by Specialists	None	On-call	In-house		0	1
3 How many full time staff does the hospital have in the following categories?							
a	Interns						
b	Clinical Officers						
c	General Medical Officers/resident doctors						
d	Consultants						
e	KRN/KRCN (Registered Nurse)						
f	EN/ECN (Enrolled Nurse)						
4 How many visiting (on call and part-time) doctors does the hospital have in the following categories:							
a	Interns						
b	General Medical Officers/Resident doctors						
c	Consultants						
5 Does the hospital provide the following types of training?							
a	Internship training	Yes	No	N/A		0	1
b	KRN TRAINING (Nursing Council approved)	Yes	No	N/A		0	1
c	ECN Training (nursing Council approved)	Yes	No	N/A		0	1
d	Midwife training (Kenya approved)	Yes	No	N/A		0	1
e	Clinical Officer training	Yes	No	N/A		0	1
f	Other Paramedical staff	Yes	No	N/A		0	1
6 Does the hospital have full time, regularly available consultants in the following clinical areas?							
a	Adult medicine	Yes	No	N/A		0	1
b	General surgery	Yes	No	N/A		0	1
c	Pediatrics	Yes	No	N/A		0	1
d	Certified Family practice (mainly doctors from USA)	Yes	No	N/A		0	1
e	Orthopedics	Yes	No	N/A		0	1
f	Infections diseases (tropical Medicine)	Yes	No	N/A		0	1
g	ENT	Yes	No	N/A		0	1
h	Cardiology	Yes	No	N/A		0	1
i	Gastro entrology	Yes	No	N/A		0	1
j	Psychiatry	Yes	No	N/A		0	1
k	Dermatology	Yes	No	N/A		0	1
l	Ophthalmology	Yes	No	N/A		0	1
m	OBS/GYN	Yes	No	N/A		0	1
n	Other medical specialties	Yes	No	N/A		0	1
o	Other Surgical specialties (thoracic, renal etc)	Yes	No	N/A		0	1
7 Does the hospital have the following functioning committees as documented by minutes of meetings? How regularly do they							
a	Nursing committee or equivalent	Yes	No	N/A		0	1
b	Medical staff committee	Yes	No	N/A		0	1
c	Outpatient committee	Yes	No	N/A		0	1

d	Infectious Control Committee		Yes	No	N/A
e	Mortality review Committee		Yes	No	N/A
f	Drugs and therapeutics Committee		Yes	No	N/A
g	Quality assurance Committee		Yes	No	N/A
8	Does the hospital have written standard treatment and diagnosis guidelines?		Yes	No	N/A
	(requires an audit of patient records to see if the protocols are being used)				

0 1
0 1
0 1
0 1
0 1
0 1

HOSPITAL ADMINISTRATOR

9	How many administrative staff are graduates of University graduate					0	1
10	Has the hospital had a consistent water supply for the last year	Yes	No	N/A		0	1
11	Does the hospital have its own water tank/bore hole or other private water supply?	Yes	No	N/A		0	1
12	How many vehicles does the hospital have?						
13	How many of those are in good working order?					#DIV/0!	1
14	Does the hospital maintain a separate replacement or maintenance fund for buildings, equipment and vehicles?	Yes	No	N/A		0	1
15	Does the hospital have regular service contracts for equipment in the following departments?						
a	Laboratory	Yes	No	N/A		0	1
b	Radiology	Yes	No	N/A		0	1
c	Operating theatre	Yes	No	N/A		0	1
16	Does the hospital have a biomedical engineering department for equipment repair?	Yes	No	N/A		0	1
17	How many trained biomedical engineers are in the biomedical engineering?					0	1
18	Does the biomedical engineering departments have a fully equipped workshop	Yes	No	N/A		0	1
19	Does the hospital maintain the following financial information in centralized location on a monthly basis?						
a	Number of employees by department	Yes	No	N/A		0	1
b	Salary expenditures by department	Yes	No	N/A		0	1
c	Supply/Drug expenditure by department	Yes	No	N/A		0	1
d	Other expenditures by department	Yes	No	N/A		0	1

HOSPITAL MATRON

20	Does the hospital have an adequate supply (one month or more of the following items)?						
a	Sterile gloves	Yes	No	N/A		0	1
b	Surgical dressings	Yes	No	N/A		0	1
c	I V Fluids	Yes	No	N/A		0	1
d	Cleansing utensils (brooms, mops, buckets, jiks etc)	Yes	No	N/A		0	1
e	Linen	Yes	No	N/A		0	1
f	Beds	Yes	No	N/A		0	1
21	Is the following equipment available in an inpatient ward?						
a	IV Poles	Yes	No	N/A		0	1
b	Stretchers	Yes	No	N/A		0	1
c	Blood Pressure Apparatus	Yes	No	N/A		0	1
d	Screens	Yes	No	N/A		0	1
e	Wheelchairs	Yes	No	N/A		0	1
f	Kidney Basins	Yes	No	N/A		0	1
g	Scissors	Yes	No	N/A		0	1
h	Sterile forceps	Yes	No	N/A		0	1
i	Thermometers	Yes	No	N/A		0	1
j	Stethoscope	Yes	No	N/A		0	1
22	Do you have a system to replenish and maintain supplies as necessary Yes	Yes	No	N/A		0	1
23	How many inpatient wards have a KRN who is in-charge full time for that ward?					#DIV/0!	1
24	Is there a discharge nurse stationed at exit points to audit charts as patients leave? Yes	Yes	No	N/A		0	1

OBSERVATIONS

25	Rate the hospital's level of cleanliness in the following areas:						
a	Wards	Poor	Fair	Good	Excellent	0	1
b	Outpatient areas	Poor	Fair	Good	Excellent	0	1
c	Toilets	Poor	Fair	Good	Excellent	0	1
d	Kitchen	Poor	Fair	Good	Excellent	0	1
e	General areas	Poor	Fair	Good	Excellent	0	1
26	Does the hospital consistently use gas or electricity as opposed to charcoal) for cooking?	Yes	No	N/A		0	1
27	Are the above areas of the hospital well lit?	Yes	No			0	1

28	Are the above areas of the hospital well ventilated?		Yes	No

0

1

29	At 9.00 am or 10.30 am on a non-holiday and weekday, are there 20 people or more waiting in a line for:						
a	Registration		Yes	No	N/A	0	1
b	General Outpatient visits		Yes	No	N/A	0	1
c	Payment		Yes	No	N/A	0	1
d	Casualty/emergency		Yes	No	N/A	0	1
30	What is the quality of food like?	Poor	Fair	Good	Excellent	0	1
31	Out of 10 patients, interviewed, how many say they are happy with the food?					0	1
X-RAY							
32	Does the hospital have the following pieces of equipment in good working order?						
a	Portable x-ray machine		Yes	No	N/A	0	1
b	Ultrasound		Yes	No	N/A	0	1
c	CT Scan		Yes	No	N/A	0	1
d	ECG/EKG machine (cardiac)		Yes	No	N/A	0	1
e	EEG machine (brain waves)		Yes	No	N/A	0	1
f	Cardiac Arrest Trolley (with emergency drugs)		Yes	No	N/A	0	1
g	Backup electrical generator		Yes	No	N/A	0	1
33	Of the equipment in the Radiology department, is it at least 90% in good working order?		Yes	No	N/A	0	1
34	Does the radiology department currently perform the following types of procedures on a regular basis?						
a	Plain films (chest x-rays, abdominal, ankle)		Yes	No	N/A	0	1
b	Simple contrast studies (upper GI series, barium Studies, IVP)		Yes	No	N/A	0	1
c	Specialized contrast studies (arteriography)		Yes	No	N/A	0	1
d	Ultra sound		Yes	No	N/A	0	1
e	CT scan/diagnostic isotopes		Yes	No	N/A	0	1
35	Does the hospital have an adequate supply (one month or more of the following items)?						
a	Radiology films		Yes	No	N/A	0	1
36	What type of 24-hour (Radiology) service coverage exists?		None	On-call	In-house	0	1
37	Rate the hospital's level of cleanliness in the radiology dept? (observe)	Poor	Fair	Good	Excellent	0	1
38	At 9.00am or 10.00 am on a non-holiday and weekdays are there 20 people or more waiting in a line for radiology exams (Observe) Yes		Yes	No	N/A	0	1
PHARMACY							
39	Does the pharmacy currently have an adequate supply one month or more) of the following drugs?						
a	Oral analgesics, antipyretics (Aspirin, paracetamol)		Yes	No	N/A	0	1
b	Injectable narcotic analgesics (morphine, pethidine)		Yes	No	N/A	0	1
c	Oral anti-malarial(chloroquine)		Yes	No	N/A	0	1
d	Oral ampicillin, co-trimoxazole or similar antibiotic		Yes	No	N/A	0	1
e	Gentamycin or comparable aminoglycoside Injectable		Yes	No	N/A	0	1
f	Oral hypertensive drug (methyl dopa, propranolol)		Yes	No	N/A	0	1
g	Antibiotic eye ointment		Yes	No	N/A	0	1
h	Oral rehydration salts		Yes	No	N/A	0	1
i	Anticonvulsants		Yes	No	N/A	0	1
j	Insulin		Yes	No	N/A	0	1
k	Anesthesia drugs		Yes	No	N/A	0	1
l	Ob/ GYN drugs		Yes	No	N/A	0	1
40	Do you have a system to replenish and maintain drugs when necessary?		Yes	No	N/A	0	1
41	What type of 24-hour (pharmacy) service coverage exists?		None	On-call	In-house	0	1
42	Does the hospital have the following staff in the Pharmacy?						
a	Certified pharmacist		Yes	No	N/A	0	1
b	Pharmaceuticals technologist		Yes	No	N/A	0	1
c	Nurse		Yes	No	N/A	0	1
d	Other (specify)		Yes	No	N/A	0	1
43	At 9.00 am or 10.30 am on a non-holiday and weekdays are there 20 people or more w		Yes	No	N/A	0	1

44 Out of every 10 prescriptions in the last two weeks, how many could not be filled by the hospital pharmacy?

1

1

LABORATORY

45	Of the equipment in the laboratory department, is it at least 90% in good working order?		Yes	No	N/A	0	1
46	Does the laboratory currently perform the following tests on a regular basis?						
a	Culture and sensitivity		Yes	No	N/A	0	1
b	Sputum for TB		Yes	No	N/A	0	1
c	HIV Screening		Yes	No	N/A	0	1
d	Pregnancy test (urine or serum)		Yes	No	N/A	0	1
e	Blood glucose		Yes	No	N/A	0	1
f	Liver function tests		Yes	No	N/A	0	1
g	Blood grouping (ABO, Rh)		Yes	No	N/A	0	1
h	Histology (routine tissue processing)		Yes	No	N/A	0	1
i	TB drug sensitivities		Yes	No		0	1
j	CBC (hemocrit, white blood cell count)		Yes	No		0	1
k	STD tests		Yes	No		0	1
l	electrolytes		Yes	No		0	1
m	Pap smears		Yes	No		0	1
47	Does the hospital have an adequate supply (one month or more) of the following items?						
a	Blood for transfusion		Yes	No	N/A	0	1
b	Laboratory reagents		Yes	No	N/A	0	1
48	What type of 24 hours (laboratory) services coverage exists?		None	On-call	In-house	0	1
49	Rate the hospital's level of cleanliness in the laboratory department?	Poor	Fair	Good	Excellent	0	1
50	At 9.00 or and 10.30 am on a non-holiday and weekdays are there 20 people or more waiting in a line for laboratory tests?		Yes	No	N/A	0	1

THEATRE

51	Of the equipment in the operating theatre, is it at least 90% in good working order?		Yes	No	N/A	0	1
52	Does the operating theatre perform the following procedures on a regular basis?						
a	Internal fixation/repair of fractures of the extremities		Yes	No	N/A	0	1
b	Thoracotomy		Yes	No	N/A	0	1
c	Craniotomy		Yes	No	N/A	0	1
d	ENT procedures		Yes	No	N/A	0	1
e	Ophthalmologic surgery (cataracts, eye trauma)		Yes	No	N/A	0	1
f	Major male urology (Prostate)		Yes	No	N/A	0	1
g	Major gynecological (Hysterectomy)		Yes	No	N/A	0	1
h	Renal procedures		Yes	No	N/A	0	1
i	Abdominal surgery		Yes	No	N/A	0	1
j	C- sections		Yes	No		0	1
k	amputations		Yes	No		0	1
l	vascular surgery		Yes	No		0	1
53	How many of the following types of operating theatres does the hospital have?						
a	General operating theatre						
b	Minor operating						
c	Casualty/emergency operating theatre (Only if separate)						
d	Maternity						
54	Is anesthesia in the operating theatre provided by:						
a	Consultant in anesthesia		Yes	No	N/A	0	1
b	Registrar in anesthesia		Yes	No	N/A	0	1
c	Clinical officer anesthetists		Yes	No	N/A	0	1
d	Nurse anesthetists		Yes	No	N/A	0	1
55	Rate the hospital's level of cleanliness in the operating theatre.	Poor	Fair	Good	Excellent	0	1
56	In the past two weeks, was surgery cancelled because of lack of equipment, supplies or drugs?		Yes	No	N/A	0	1

INTENSIVE CARE UNIT

57	Of the equipment in the Intensive Care Unit, is it at least 90% in good working order?		Yes	No	N/A	0	1
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DENTAL

59	Of the equipment in the dental unit is it at least 90% in good working order?	Yes	No	N/A	0	1
60	If the hospital has a dental unit, does it perform the following procedures on a regular basis?					
a	Extraction	Yes	No	N/A	0	1
b	Fillings	Yes	No	N/A	0	1
c	Denture preparation	Yes	No	N/A	0	1
d	Maxillofacial Surgery	Yes	No	N/A	0	1

MEDICAL RECORDS

61	How many inpatient wards does the hospital have?					
62	Does the hospital maintain the following statistics in a centralized location on monthly basis?					
a	Admission and discharges by ward	Yes	No	N/A	0	1
b	Deaths by ward	Yes	No	N/A	0	1
c	Inpatients days by ward	Yes	No	N/A	0	1
d	Out patient visits by clinics	Yes	No	N/A	0	1
e	Quantity of lab tests by test	Yes	No	N/A	0	1
f	Quantity of 'THEATRE' operations by type	Yes	No	N/A	0	1
g	Surgical infection rate	Yes	No	N/A	0	1
h	Number of births	Yes	No		0	1
i	Number of neonatal deaths	Yes	No		0	1
j	Number of maternal deaths	Yes	No		0	1
k	number of ER visits	Yes	No		0	1
63	Does the hospital provide out patients with a card or other form of documenting their on-going outpatient treatment records?	Yes	No	N/A	0	1
64	Has the hospital put more than one patient in a bed in the last three months					
a	Maternity	Yes	No	N/A	0	1
b	Non maternity	Yes	No	N/A	0	1
65	How many wards had an occupancy rate of over 100% during any one of the last three months?				1	1
66	Are outpatient clinician visits scheduled by time interval throughout	Yes	No	N/A	0	1

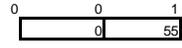
QUALITY QUESTIONNAIRE
ANALYSIS BY DEPARTMENT

MEDICAL SUPERINTENDENT

	Hospital Response	Hospital Score	Ideal Score
1 Does the Hospital have the following functioning services?			
a Amenity/Private ward	N/A	0	1
b Sick baby nursery	N/A	0	1
c Intensive Care Unit/Acute room	N/A	0	1
d Operating Theatre	0	0	1
e Laboratory	0	0	1
f Radiology	0	0	1
g Blood Bank	0	0	1
h Physiotherapy services	0	0	1
i Occupational Therapy	0	0	1
j Cardiac Cath. lab	0	0	1
k Dental unit	0	0	1
l Eye Unit	0	0	1
m Sterile preparation Unit	0	0	1
n Refrigerated Mortuary	0	0	1
o Ambulance	0	0	1
p Isolation Ward	0	0	1
q Pediatric Ward	0	0	1
r Maternity Ward	0	0	1
s Emergency Room	0	0	1
t Medical Ward	0	0	1
u Kitchen	0	0	1
v OPD	0	0	1
w STD clinic	0	0	1
2 In the following departments what type of 24 hours service coverage exists?			
a Wards – by Med. Officer	0	0	1
b Wards – by Clinical Officer	0	0	1
c Wards – by Specialists	0	0	1
	0	0	0
3 How many full time staff does the hospital have in the following categories?			
a Interns	0	0	0
b Clinical Officers	0	0	0
c General Medical Officers/resident doctors	0	0	0
d Consultants	0	0	0
e KRN/KRCN (Registered Nurse)	0	0	0
f EN/ECN (Enrolled Nurse)	0	0	0
	0	0	0
4 How many visiting (on call and part-time) doctors does the hospital have in the following categories:			
a Interns	0	0	0
b General Medical Officers/Resident doctors	0	0	0
c Consultants	0	0	0
5 Does the hospital provide the following types of training?			
a Internship training	0	0	1
b KRN TRAINING (Nursing Council approved)	0	0	1
c ECN Training (nursing Council approved)	0	0	1
d Midwife training (Kenya approved)	0	0	1
e Clinical Officer training	0	0	1
f Other Paramedical staff	0	0	1
6 Does the hospital have full time, regularly available consultants in the following clinical areas?			
a Adult medicine	0	0	1
b General surgery	0	0	1
c Pediatrics	0	0	1
d Certified Family practice (mainly doctors from USA)	0	0	1
e Orthopedics	0	0	1
f Infections diseases (tropical Medicine)	0	0	1
g ENT	0	0	1
h Cardiology	0	0	1
i Gastro entrology	0	0	1
j Psychiatry	0	0	1
k Dermatology	0	0	1
l Ophthalmology	0	0	1
m OBS/GYN	0	0	1
n Other medical specialties	0	0	1
o Other Surgical specialties (thoracic, renal etc)	0	0	1
7 Does the hospital have the following functioning committees as documented by minutes of meeting?			
a Nursing committee or equivalent	0	0	1
b Medical staff committee	0	0	1
c Outpatient committee	0	0	1
d Infectious Control Committee	0	0	1
e Mortality review Committee	0	0	1
f Drugs and therapeutics Committee	0	0	1
g Quality assurance Committee	0	0	1



8 Does the hospital have written standard treatment and diagnosis guidelines?



HOSPITAL ADMINISTRATOR

9	How many administrative staff are graduates of University graduate level management tra	0	0	1
10	Has the hospital had a consistent water supply for the last year	0	0	1
11	Does the hospital have its own water tank/bore hole or other private water supply?	0	0	1
12	How many vehicles does the hospital have?	0	0	0
13	How many of those are in good working order?	0	#DIV/0!	1
14	Does the hospital maintain a separate replacement or maintenance fund for buildings, eq	0	0	1
15	Does the hospital have regular service contracts for equipment in the following departments?			
a	Laboratory	0	0	1
b	Radiology	0	0	1
c	Operating theatre	0	0	1
16	Does the hospital have a biomedical engineering department for equipment repair?	0	0	1
17	How many trained biomedical engineers are in the biomedical engineering?	0	0	1
18	Does the biomedical engineering departments have a fully equipped workshop	0	0	1
19	Does the hospital maintain the following financial information in centralized location on a	0	0	0
a	Number of employees by department	0	0	1
b	Salary expenditures by department	0	0	1
c	Supply/Drug expenditure by department	0	0	1
d	Other expenditures by department	0	0	1
			#DIV/0!	15

HOSPITAL MATRON

20	Does the hospital have an adequate supply (one month or more of the following items)?	0	0	0
a	Sterile gloves	0	0	1
b	Surgical dressings	0	0	1
c	I V Fluids	0	0	1
d	Cleansing utensils (brooms, mops, buckets, jiks etc)	0	0	1
e	Linen	0	0	1
f	Beds	0	0	1
21	Is the following equipment available in an inpatient ward?	0	0	0
a	IV Poles	0	0	1
b	Stretchers	0	0	1
c	Blood Pressure Apparatus	0	0	1
d	Screens	0	0	1
e	Wheelchairs	0	0	1
f	Kidney Basins	0	0	1
g	Scissors	0	0	1
h	Sterile forceps	0	0	1
l	Thermometers	0	0	1
j	Stethoscope	0	0	1
22	Do you have a system to replenish and maintain supplies as necessary	0	0	1
23	How many inpatient wards have a KRN who is in-charge full time for that ward?	0	#DIV/0!	1
24	Is there a discharge nurse stationed at exit points to audit charts as patients leave? Yes	0	0	1
			#DIV/0!	19

OBSERVATIONS

25	Rate the hospital's level of cleanliness in the following areas:	0	0	0
a	Wards		0	1
b	Outpatient areas	0	0	1
c	Toilets	0	0	1
d	Kitchen	0	0	1
e	General areas	0	0	1
26	Does the hospital consistently use gas or electricity as opposed to charcoal) for cooking	0	0	1
27	Are the above areas of the hospital well lit?	0	0	1
28	Are the above areas of the hospital well ventilated?	0	0	1

29	At 9.00 am or 10.30 am on a non-holiday and weekday, are there 20 people or more wait	0	0	0
a	Registration	0	0	1
b	General Outpatient visits	0	0	1
c	Payment	0	0	1
d	Casualty/emergency	0	0	1

30 What is the quality of food like? 0 0 1

31 Out of 10 patients, interviewed, how many say they are happy with the food? 0 0 1

0	14
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X-RAY

0 0 0

32 Does the hospital have the following pieces of equipment in good working order? 0 0 0

a	Portable x-ray machine	0	0	1
b	Ultrasound	0	0	1
c	CT Scan	0	0	1
d	ECG/EKG machine (cardiac)	0	0	1
e	EEG machine (brain waves)	0	0	1
f	Cardiac Arrest Trolley (with emergency drugs)	0	0	1
g	Backup electrical generator	0	0	1

33 Of the equipment in the Radiology department, is it at least 90% in good working order? 0 0 1

34 Does the radiology department currently perform the following types of procedures on a n 0 0 0

a	Plain films (chest x-rays, abdominal, ankle)	0	0	1
b	Simple contrast studies (upper GI series, barium Studies, IVP)	0	0	1
c	Specialized contrast studies (arteriography)	0	0	1
d	Ultra sound	0	0	1
e	CT scan/diagnostic isotopes	0	0	1

35 Does the hospital have an adequate supply (one month or more of the following items? 0 0 1

a	Radiology films	0	0	1
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36 What type of 24-hour (Radiology) service coverage exists? 0 0 1

37 Rate the hospital's level of cleanliness in the radiology dept? (observe) 0 0 1

38 At 9.00am or 10.00 am on a non-holiday and weekdays are there 20 people or more wai 0 0 1

0	17
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PHARMACY

39 Does the pharmacy currently have an adequate supply one month or more) of the following drugs

a	Oral analgesics, antipyretics (Aspirin, paracetamol)	0	0	1
b	Injectable narcotic analgesics (morphine, pethidine)	0	0	1
c	Oral anti-malarial(chloroquine)	0	0	1
d	Oral ampicillin, co-trimoxazole or similar antibiotic	0	0	1
e	Gentamycin or comparable aminoglycoside Injectable	0	0	1
f	Oral hypertensive drug (methyl dopa, propranolol)	0	0	1
g	Antibiotic eye ointment	0	0	1
h	Oral dehydration salts	0	0	1
l	Anticonvulsants	0	0	1
j	Insulin	0	0	1
k	Anesthesia drugs	0	0	1
l	Ob/ GYN drugs	0	0	1

40 Do you have a system to replenish and maintain drugs when necessary? 0 0 1

41 What type of 24-hour (pharmacy) service coverage exists? 0 0 1

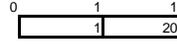
42 Does the hospital have the following staff in the Pharmacy?

a	Certified pharmacist	0	0	1
b	Pharmaceuticals technologist	0	0	1
c	Nurse	0	0	1
d	Other (specify)	0	0	1

43 At 9.00 am or 10.30 am on a non-holiday and weekdays are there 20 people or more wa 0 0 1



44 Out of every 10 prescriptions in the last two weeks, how many could not be filled by the



LABORATORY

45	Of the equipment in the laboratory department, is it at least 90% in good working order?	0	0	1
46	Does the laboratory currently perform the following tests on a regular basis?	0	0	0
a	Culture and sensitivity	0	0	1
b	Sputum for TB	0	0	1
c	HIV Screening	0	0	1
d	Pregnancy test (urine or serum)	0	0	1
e	Blood glucose	0	0	1
f	Liver function tests	0	0	1
g	Blood grouping (ABO, Rh)	0	0	1
h	Histology (routine tissue processing)	0	0	1
i	TB drug sensitivities	0	0	1
j	CBC (hemocritric, white blood cell	0	0	1
k	STD tests	0	0	1
l	electrolytes	0	0	1
m	Pap smears	0	0	1
47	Does the hospital have an adequate supply (one month or more) of the following items?			
a	Blood for transfusion	0	0	1
b	Laboratory reagents	0	0	1
48	What type of 24 hours (laboratory) services coverage exists?	0	0	1
49	Rate the hospital's level of cleanliness in the laboratory department?	0	0	1
50	At 9.00 or and 10.30 am on a non-holiday and weekdays are there 20 people or more w.	0	0	1
			0	19

THEATRE

51	Of the equipment in the operating theatre, is it at least 90% in good working order?	0	0	1
52	Does the operating theatre perform the following procedures on a regular basis?			
a	Internal fixation/repair of fractures of the extremities	0	0	1
b	Thoracotomy	0	0	1
c	Craniotomy	0	0	1
d	ENT procedures	0	0	1
e	Ophthalmologic surgery (cataracts, eye trauma)	0	0	1
f	Major male urology (Prostate)	0	0	1
g	Major gynecological (Hysterectomy)	0	0	1
h	Renal procedures	0	0	1
i	Abdominal surgery	0	0	1
j	C - sections	0	0	1
k	amputations	0	0	1
l	vascular surgery	0	0	1
53	How many of the following types of operating theatres does the hospital have?			
a	General operating theatre	0	0	0
b	Minor operating	0	0	0
c	Casualty/emergency operating theatre (Only if separate)	0	0	0
d	Maternity	0	0	0
54	Is anesthesia in the operating theatre provided by:			
a	Consultant in anesthesia	0	0	1
b	Registrar in anesthesia	0	0	1
c	Clinical officer anesthetists	0	0	1
d	Nurse anesthetists	0	0	1
55	Rate the hospital's level of cleanliness in the operating theatre.	0	0	1
56	In the past two weeks, was surgery cancelled because of lack of equipment, supplies or	0	0	1
			0	19

INTENSIVE CARE UNIT

57	Of the equipment in the Intensive Care Unit, is it at least 90% in good working order?	0	0	1
58	If the hospital has an intensive care unit/Acute room, does it have the following equipment in good working order?			

a	Cardiac monitor	0	0	1
b	Respirator	0	0	1
c	Electronic blood pressure monitor	0	0	1
d	Defibrillator	0	0	1
e	Central Venous Pressure Monitor (CVP)	0	0	1
f	Suction Machine	0	0	1
g	IV Controller	0	0	1
h	Emergency Resuscitation Cart	0	0	1
		0	0	9

DENTAL

59	Of the equipment in the dental unit is it at least 90% in good working order?	0	0	1
60	If the hospital has a dental unit, does it perform the following procedures on a regular basis?			
a	Extraction	0	0	1
b	Fillings	0	0	1
c	Denture preparation	0	0	1
d	Maxillofacial Surgery	0	0	1
			0	5

MEDICAL RECORDS

61	How many inpatient wards does the hospital have?	0	0	0
62	Does the hospital maintain the following statistics in a centralized location on monthly basis?			
a	Admission and discharges by ward	0	0	1
b	Deaths by ward	0	0	1
c	Inpatients days by ward	0	0	1
d	Out patient visits by clinics	0	0	1
e	Quantity of lab tests by test	0	0	1
f	Quantity of 'THEATRE' operations by type	0	0	1
g	Surgical infection rate	0	0	1
h	Number of births	0	0	1
i	Number of neonatal deaths	0	0	1
j	Number of maternal deaths	0	0	1
k	Number of ER visits	0	0	1
63	Does the hospital provide out patients with a card or other form of documenting their on-ç	0	0	1
64	Has the hospital put more than one patient in a bed in the last three months			
a	Maternity	0	0	1
b	Non maternity	0	0	1
65	How many wards had an occupancy rate of over 100% during any one of the last three m	0	1	1
66	Are outpatient clinician visits scheduled by time interval throughout the hours a clinics op	0	0	1
			1	16

QUALITY QUESTIONNAIRE

ANALYSIS BY CATEGORY OF QUALITY FACTORS

Service Existence	Hospital Response	Hospital Score	Ideal Score
1 Does the Hospital have the following functioning services?			
a Amenity/Private ward	N/A	0	1
b Sick baby nursery	N/A	0	1
c Intensive Care Unit/Acute room	N/A	0	1
d Operating Theatre	0	0	1
e Laboratory	0	0	1
f Radiology	0	0	1
g Blood Bank	0	0	1
h Physiotherapy services	0	0	1
l Occupational Therapy	0	0	1
j Cardiac Cath. lab	0	0	1
k Dental unit	0	0	1
l Eye Unit	0	0	1
m Sterile preparation Unit	0	0	1
n Refrigerated Mortuary	0	0	1
o Ambulance	0	0	1
p Isolation Ward	0	0	1
q Pediatric Ward	0	0	1
r Maternity Ward	0	0	1
s Emergency Room	0	0	1
t Medical Ward	0	0	1
u Kitchen	0	0	1
v OPD clinic	0	0	1
w STD clinic	0	0	1
2 In the following departments what type of 24 hours service coverage exists?			
a Wards – by Med. Officer	0	0	1
b Wards – by Clinical Officer	0	0	1
c Wards – by Specialists	0	0	1
20 Does the hospital have an adequate supply (one month or more of the following items)?			
a Sterile gloves	0	0	1
b Surgical dressings	0	0	1
c I V Fluids	0	0	1
d Cleansing utensils (brooms, mops, buckets,jilks etc	0	0	1
e Linen	0	0	1
f Beds	0	0	1
21 Is the following equipment available in an inpatient ward?			
a IV Poles	0	0	1
b Stretchers	0	0	1
c Blood Pressure Apparatus	0	0	1
d Screens	0	0	1
e Wheelchairs	0	0	1
f Kidney Basins	0	0	1
g Scissors	0	0	1
h Sterile forceps	0	0	1
l Thermometers	0	0	1
j Stethoscope	0	0	1
32 Does the hospital have the following pieces of equipment in good working order?			
a Portable x-ray machine	0	0	1
b Ultrasound	0	0	1
c CT Scan	0	0	1
d ECG/EKG machine (cardiac)	0	0	1
e EEG machine (brain waves)	0	0	1
f Cardiac Arrest Trolley (with emergency drugs)	0	0	1
g Backup electrical generator	0	0	1
33 Of the equipment in the Radiology department, is it at least	0	0	1
34 Does the radiology department currently perform the following types of procedures on a regular basis?			
a Plain films (chest x-rays, abdominal, ankle)	0	0	1
b Simple contrast studies (upper GI series, barium S	0	0	1
c Specialized contrast studies (arteriography)	0	0	1
d Ultra sound	0	0	1
e CT scan/diagnostic isotopes	0	0	1
35 Does the hospital have an adequate supply (one month or more of the following items)?			
a Radiology films	0	0	1
36 What type of 24-hour (Radiology) service coverage exist	0	0	1
39 Does the pharmacy currently have an adequate supply one month or more) of the following drug			
a Oral analgesics, antipyretics (Aspirin, paracetamol	0	0	1
b Injectable narcotic analgesics (morphine, pethidine	0	0	1

c	Oral anti-malaria(chloroquine)	0	0	1
d	Oral ampicillin, co-trimoxazole or similar antibiotic	0	0	1
e	Gentamycin or comparable aminoglycoside Injecta	0	0	1
f	Oral hypertensive drug (methyl dopa, propranolol)	0	0	1
g	Antibiotic eye ointment	0	0	1
h	Oral dehydration salts	0	0	1
l	Anticonvulsants	0	0	1
j	Insulin	0	0	1
k	Anesthesia drugs	0	0	1
l	OB/ GYN drugs	0	0	1
41	What type of 24-hour (pharmacy) service coverage exist	0	0	1
45	Of the equipment in the laboratory department, is it at le	0	0	1
46	Does the laboratory currently perform the following tests on a regular basis?			
a	Culture and sensitivity	0	0	1
b	Sputum for TB	0	0	1
c	HIV Screening	0	0	1
d	Pregnancy test (urine or serum)	0	0	1
e	Blood glucose	0	0	1
f	Liver function tests	0	0	1
g	Blood grouping (ABO, Rh)	0	0	1
h	Histology (routine tissue processing)	0	0	1
l	TB drug sensitivities	0	0	1
j	CBC (hemotocritic, white blood cell count)	0	0	1
k	STD tests	0	0	1
l	electrolytes	0	0	1
m	Pap smears	0	0	1
47	Does the hospital have an adequate supply (one month or more) of the following items?			
a	Blood for transfusion	0	0	1
b	Laboratory reagents	0	0	1

48	What type of 24 hours (laboratory) services coverage exist?	0	0	1
51	Of the equipment in the operating theatre, is it at least 90% up to date?	0	0	1
52	Does the operating theatre perform the following procedures on a regular basis?			
a	Internal fixation/repair of fractures of the extremities	0	0	1
b	Thoracotomy	0	0	1
c	Craniotomy	0	0	1
d	ENT procedures	0	0	1
e	Ophthalmologic surgery (cataracts, eye trauma)	0	0	1
f	Major male urology (Prostate)	0	0	1
g	Major gynecological (Hysterectomy)	0	0	1
h	Renal procedures	0	0	1
l	Abdominal surgery	0	0	1
j	C- sections	0	0	1
k	Amputations	0	0	1
l	Vascular surgery	0	0	1
53	How many of the following types of operating theatres does the hospital have?			
a	General operating theatre	0	0	0
b	Minor operating	0	0	0
c	Casualty/emergency operating theatre (Only if separate)	0	0	0
d	Maternity	0	0	0
57	Of the equipment in the Intensive Care Unit, is it at least 90% up to date?	0	0	1
58	If the hospital has an intensive care unit/Acute room, does it have the following equipment in good working order?			
a	Cardiac monitor	0	0	1
b	Respirator	0	0	1
c	Electronic blood pressure monitor	0	0	1
d	Defibrillator	0	0	1
e	Central Venous Pressure Monitor (CVP)	0	0	1
f	Suction Machine	0	0	1
g	IV Controller	0	0	1
h	Emergency Resuscitation Cart	0	0	1
59	Of the equipment in the dental unit is it at least 90% in good working order?	0	0	1
60	If the hospital has a dental unit, does it perform the following procedures on a regular basis?			
a	Extraction	0	0	1
b	Fillings	0	0	1
c	Denture preparation	0	0	1
d	Maxillofacial Surgery	0	0	1
		0	0	114
Staffing				
3	How many full time staff does the hospital have in the following categories?			
a	Interns	0	0	0
b	Clinical Officers	0	0	0
c	General Medical Officers/resident doctors	0	0	0
d	Consultants	0	0	0
e	KRN/KRCN (Registered Nurse)	0	0	0
f	EN/ECN (Enrolled Nurse)	0	0	0
4	How many visiting (on call and part-time) doctors does the hospital have in the following categories?			
a	Interns	0	0	0
b	General Medical Officers/Resident doctors	0	0	0
c	Consultants	0	0	0

5 Does the hospital provide the following types of training?			
a Internship training	0	0	1
b KRN TRAINING (Nursing Council approved)	0	0	1
c ECN Training (nursing Council approved)	0	0	1
d Midwife training (Kenya approved)	0	0	1
e Clinical Officer training	0	0	1
f Other Paramedical staff	0	0	1

6 Does the hospital have full time, regularly available consultants in the following clinical areas?			
a Adult medicine	0	0	1
b General surgery	0	0	1
c Pediatrics	0	0	1
d Certified Family practice (mainly doctors from USA)	0	0	1
e Orthopedics	0	0	1
f Infections diseases (tropical Medicine)	0	0	1
g ENT	0	0	1
h Cardiology	0	0	1
i Gastro entrology	0	0	1
j Psychiatry	0	0	1
k Dermatology	0	0	1
l Ophthalmology	0	0	1
m OBS/GYN	0	0	1
n Other medical specialties	0	0	1
o Other Surgical specialties (thoracic, renal etc)	0	0	1

9 How many administrative staff are graduates of University 0 0 1

23 How many inpatient wards have a KRN who is in-charge 0 #DIV/0! 1

42 Does the hospital have the following staff in the Pharmacy?			
a Certified pharmacist	0	0	1
b Pharmaceuticals technologist	0	0	1
c Nurse	0	0	1
d Other (specify)	0	0	1

54 Is anesthesia in the operating theatre provided by:			
a Consultant in anesthesia	0	0	1
b Registrar in anesthesia	0	0	1
c Clinical officer anesthetists	0	0	1
d Nurse anesthetists	0	0	1

61 How many inpatient wards does the hospital have? 0 0 0

#DIV/0!	31
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Facility Status

10 Has the hospital had a consistent water supply for the la	0	0	1
11 Does the hospital have its own water tank/bore hole or ot	0	0	1
12 How many vehicles does the hospital have?	0		
13 How many of those are in good working order?	0	#DIV/0!	1

14 Does the hospital maintain a separate replacement or maintenance contracts for equipment in the following departments?	0	0	1
a Laboratory	0	0	1
b Radiology	0	0	1
c Operating theatre	0	0	1
16 Does the hospital have a biomedical engineering department?	0	0	1
17 How many trained biomedical engineers are in the biomedical engineering departments have a full-time position?	0	0	1
18 Does the biomedical engineering departments have a full-time position?	0	0	1
25 Rate the hospital's level of cleanliness in the following areas:			
a Wards	0	0	1
b Outpatient areas	0	0	1
c Toilets	0	0	1
d Kitchen	0	0	1
e General areas	0	0	1
26 Does the hospital consistently use gas or electricity as a backup power source?	0	0	1
27 Are the above areas of the hospital well lit?	0	0	1
28 Are the above areas of the hospital well ventilated?	0	0	1
37 Rate the hospital's level of cleanliness in the radiology department?	0	0	1
49 Rate the hospital's level of cleanliness in the laboratory department?	0	0	1
55 Rate the hospital's level of cleanliness in the operating theatre?	0	0	1

#DIV/0!	21
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Process

7 Does the hospital have the following functioning committees as documented by minutes of meetings?			
a Nursing committee or equivalent	0	0	1
b Medical staff committee	0	0	1
c Outpatient committee	0	0	1
d Infectious Control Committee	0	0	1
e Mortality review Committee	0	0	1
f Drugs and therapeutics Committee	0	0	1
g Quality assurance Committee	0	0	1
8 Does the hospital have written standard treatment and drug formularies?	0	0	1
19 Does the hospital maintain the following financial information in centralized location on a monthly basis?			
a Number of employees by department	0	0	1
b Salary expenditures by department	0	0	1
c Supply/Drug expenditure by department	0	0	1
d Other expenditures by department	0	0	1
22 Do you have a system to replenish and maintain supplies?	0	0	1
24 Is there a discharge nurse stationed at exit points to audit discharges?	0	0	1
40 Do you have a system to replenish and maintain drugs within the hospital?	0	0	1
62 Does the hospital maintain the following statistics in a centralized location on monthly basis?			
a Admission and discharges by ward	0	0	1
b Deaths by ward	0	0	1
c Inpatients days by ward	0	0	1
d Out patient visits by clinics	0	0	1
e Quantity of lab tests by test	0	0	1
f Quantity of 'THEATRE' operations by type	0	0	1
g Surgical infection rate	0	0	1
h Number of births	0	0	1
i Number of neo natal deaths	0	0	1
j Number of Maternal deaths	0	0	1
k Number of ER visits	0	0	1
63 Does the hospital provide out patients with a card or other form of feedback?	0	0	1

0	27
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Patient Satisfaction

29	At 9.00 am or 10.30 am on a non-holiday and weekday, are there 20 people or more waiting in a			
a	Registration	0	0	1
b	General Outpatient visits	0	0	1
c	Payment	0	0	1
d	Casualty/emergency	0	0	1
30	What is the quality of food like?	0	0	1
31	Out of 10 patients, interviewed, how many say they are h	0	0	1
38	At 9.00am or 10.00 am on a non-holiday and weekdays :	0	0	1
43	At 9.00 am or 10.30 am on a non-holiday and weekdays	0	0	1
44	Out of every 10 prescriptions in the last two weeks, how	0	1	1
50	At 9.00 or and 10.30 am on a non-holiday and weekday:	0	0	1
56	In the past two weeks, was surgery cancelled because c	0	0	1
64	Has the hospital put more than one patient in a bed in the last three months			
a	Maternity	0	0	1
b	Non maternity	0	0	1
65	How many wards had an occupancy rate of over 100% d	0	1	1
66	Are outpatient clinician visits scheduled by time interval tl	0	0	1
			2	15